



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

**FACULTY OF COMMERCE, HUMAN SCIENCES & EDUCATION
DEPARTMENT OF GOVERNANCE AND MANAGEMENT SCIENCES**

QUALIFICATION: BACHELOR OF BUSINESS AND INFORMATION ADMINISTRATION	
QUALIFICATION CODE: 07BBIA	LEVEL: 6
COURSE: ADMINISTRATIVE MANAGEMENT 2B	COURSE CODE: AMM621S
DATE: JANUARY 2025	SESSION: PAPER 2
DURATION: 2 HOURS	MARKS: 100

2ND OPPORTUNITY EXAMINATION QUESTION PAPER	
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Moderator:	Ms. A. Schroeder

**THIS QUESTION PAPER CONSISTS OF 5 PAGES
(INCLUDING THIS FRONT PAGE)**

INSTRUCTIONS

1. Answer **ALL** the questions.
2. Read all the questions carefully before answering.
3. Make sure your name and surname, question number and the date appears on the answer script.
4. Please ensure that your writing is legible, neat and presentable.
5. Marks for each question are indicated at the end of each question.

QUESTION 1

MARKS [10]

Answer the following multiple-choice questions. Write down only the letter next to the appropriate number. For example, 1.1. E

- 1.1. The managerial function of recruitment, selection, training, developing, promotion and compensation of personnel.
 - A. Coordinating
 - B. Directing
 - C. Staffing
 - D. Organising
- 1.2. _____ refers to the term that describes the continuous flow of authority from top management through.
 - A. Chain of Command
 - B. Organisational Chart
 - C. Staff Authority
 - D. Line Authority
- 1.3. Select the process of designing or arranging workplaces and work systems to fit the people who use them.
 - A. Architecture
 - B. Acoustics
 - C. Air quality
 - D. Ergonomics
- 1.4. The abbreviation SMART stands for:
 - A. Smart, Maximize, Activity, Reliance, Timely
 - B. Specific, Measurable, Achievable, Relevant, Timely
 - C. Special, Main, Acoustics, Rebel, Tamely
 - D. Specific, Minimum, Annual, Reliance, Timber
- 1.5. The concept that involves removing repetitive, dull tasks from jobs as well as removing such impediments as awkward workflow and communications barriers.
 - A. Job Rotation
 - B. Job Satisfaction
 - C. Job Simplification
 - D. Job Enrichment
- 1.6. Which statement outlines the roadmap and priority areas for an organisation to achieve its vision?
 - A. Strategic Plan
 - B. Core Values
 - C. Vision
 - D. Mission

- 1.7. The administrative function is concerned with choosing or generating organisational objectives and then determining the course of action needed to achieve those objectives:
- A. Coordinating
 - B. Directing
 - C. Organising
 - D. Planning
- 1.8. _____ refers to the ability to use resources effectively and efficiently to achieve optimal resources?
- A. Work-life balance
 - B. Delegation
 - C. Productivity
 - D. Time Management
- 1.9. What are flexible, partitioned areas for common use within an office known as?
- A. Caves
 - B. Cottaging
 - C. Guesting
 - D. Commons
- 1.10. The administrative function of motivating and employees and influencing their activities to accomplish organisational goals.
- A. Delegation
 - B. Directing
 - C. Organizing
 - D. Controlling

QUESTION 2

MARKS [10]

Define the following terms.

- 2.1. Job Rotation
- 2.2. Sick Building Syndrome
- 2.3. Delegation
- 2.4. Power
- 2.5. Organising

QUESTION 3

MARKS [20]

Answer the following questions.

- 3.1. Explain the three types of interdependence that exist among systems within an organisation. **(6)**
- 3.2. Discuss the two sources of authority. **(4)**
- 3.2. Time Management refers to the ability to use one's time effectively especially at work. Name and discuss any five (5) components of effective time management. **(10)**

QUESTION 4

[20]

Answer the following questions.

- 4.1. Discuss any three (3) factors that influence the potential success or failure of an event. **(6)**
- 4.2. Discuss two advantages and two disadvantages of using internal recruitment as a staffing approach. **(4)**
- 4.3. As an Administrative Manager/Officer responsible for event management, you need to understand that an event is a public gathering for various purposes such as meetings, celebrations, education, or mourning. Despite thorough planning, unforeseen issues can arise. Identify and explain five emergencies and unexpected situations that you should be prepared to handle during an event. **(10)**

QUESTION 5

[20]

Answer the following questions.

- 5.1. List four personal motives why people may attend an event. **(4)**
- 5.2. Productivity entails using time and resources wisely to achieve optimal results. However, there are often factors that hinder employees from being productive. Discuss any five (5) factors that has the potential to hamper productivity within an organisation. **(10)**
- 5.3. A vision statement is the dream that drives the operations of an organisation. Thus, it is imperative that a good vision statement contain certain characteristics. List the six (6) characteristics of a good vision statement. **(6)**

QUESTION 6

[20]

Answer the following questions.

- 6.1. Organisations have different office layout options to choose from. Discuss five advantages of Private Offices. **(5)**
- 6.2. Define the concept of virtual office space and discuss three (3) advantages and three (3) disadvantages thereof. **(8)**
- 6.3. Employee relationship management is the process that a company uses to manage its relationship with its employees so as to support them in their jobs as office administrators to achieve the goals of their company. Identify and explain any three (3) considerations for effective employee relationship management. **(6)**
- 6.4. Indicate which particular key mistake recruiters often make when hiring new employees. **(1)**

TOTAL: 100